

**Stor-It-All, Inc.  
P.O. Box 333  
Sharon, CT 06069**

February 6, 2013

Dear Legislators,

I am writing this in support of Senate Bill 752, An Act Concerning Self Storage Facility Liens.

My family has owned and operated self-storage facilities since 1989. Through those years we have seen many legislative changes. Some have not always been positive and have increased our customers' costs substantially.

Below are some examples of why it is important that Senate Bill 752 should be supported:

- Certified return receipt mail is expensive and doesn't get forwarded if someone has moved. About 50% of the certified letters mailed get returned as undeliverable.
- First class letters mail under the Post Office's certificate of mail category are forwarded by the postal service. More effective due to the transient nature of storage tenants for getting notice to them; reduces costs of mailing -- costs that are passed on to the tenant making this option consumer-friendly.
- Electronic mail is the most effective and most requested form of communication by our tenants. While most tenants are in transition and their mailing addresses change frequently, their e-mail addresses usually stay the same. We are fast becoming an electronic society, continuously connected via computers and smart phones making the option of notification very effective.
- Remove requirement to advertise in a local paper. There are two objectives of advertising 1) public notice of the sale. It is very, very rare that a tenant in default learns of the default via published notice. and, 2) to maximize the number of bidders at the lien sale. Newspaper advertising has become ineffective because people are not reading the newspapers any more, they are going to the Internet and using search engines to find auctions.
- Newspaper advertising is not only ineffective but it is expensive. This cost is passed on to the consumer so this change is also consumer-friendly.
- Additionally, newspapers are disappearing and finding a local paper to advertise in has become difficult in many areas. We believe it is better to allow electronic publication of notices on a website designated in the rental agreement. The part of the lien law that requires us to post signs in the local vicinity is also antiquated and ineffective and in conflict with sign ordinances in many communities.

I would also like to note that facilities go out of their way to reach the delinquent tenant. We not only try to contact the tenant but most of us also reach out to the emergency contact listed in the rental agreement. We do not want to go to auction where we are lucky to make 20 cents on the dollar. We would prefer to settle with the tenant.

Thank you for your time and consideration with this important matter to our industry.

Sincerely,

Brian Riva, Owner